

FIG. 1

1005447-011602

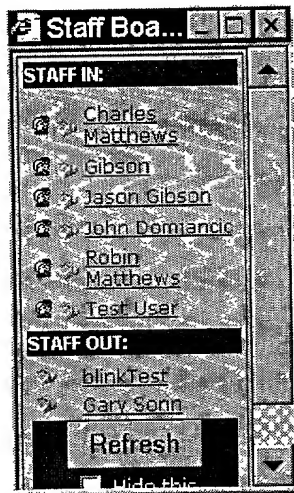


FIG. 2

105147-011602

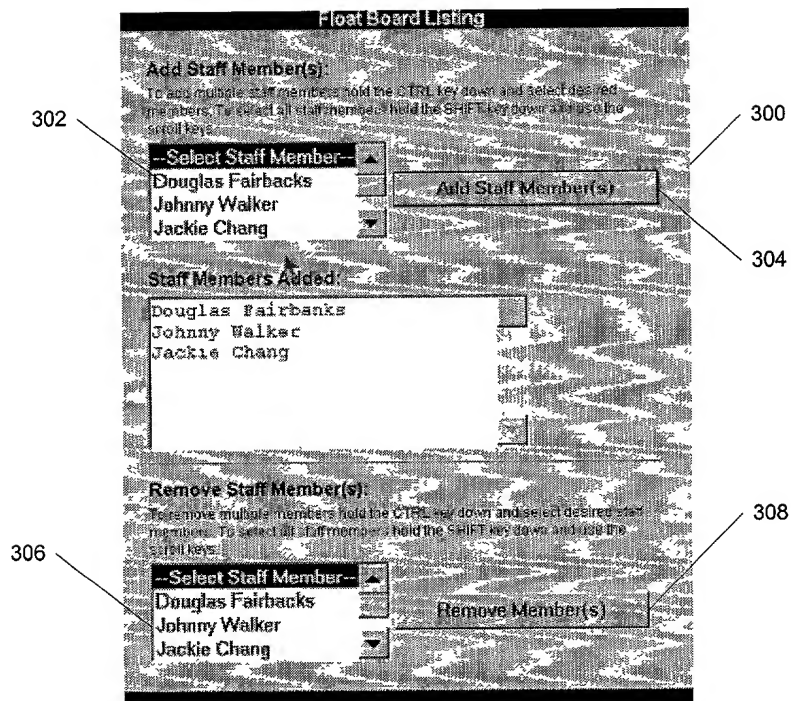


FIG. 3

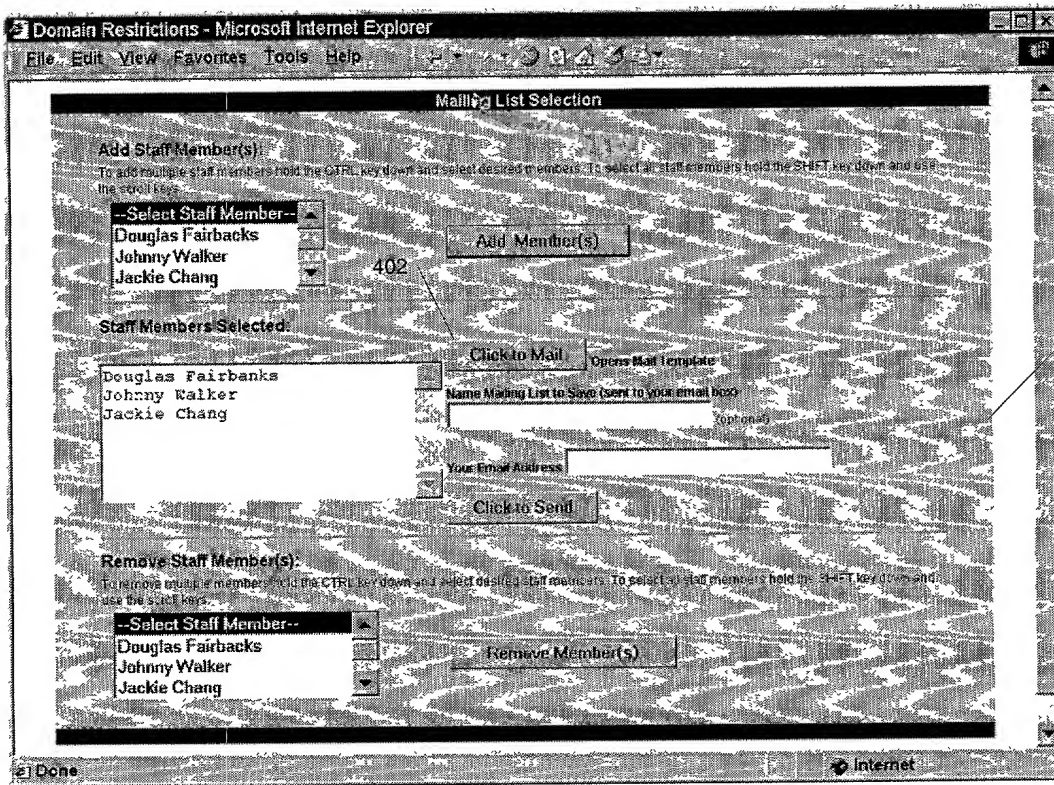


FIG. 4

Help Desk Admin - Phone List

| LOCATION | PHONE | PRIMARY |
|----------|--------------|----------------------------------|
| OFFICE: | 678.256.7336 | <input checked="" type="radio"/> |
| HOME: | 770.564.1476 | <input type="radio"/> |
| CELL: | 404.664.0797 | <input type="radio"/> |
| PAGER: | 888.987.0192 | <input type="radio"/> |

Charles Matthews

FIG. 5

1005147-0160

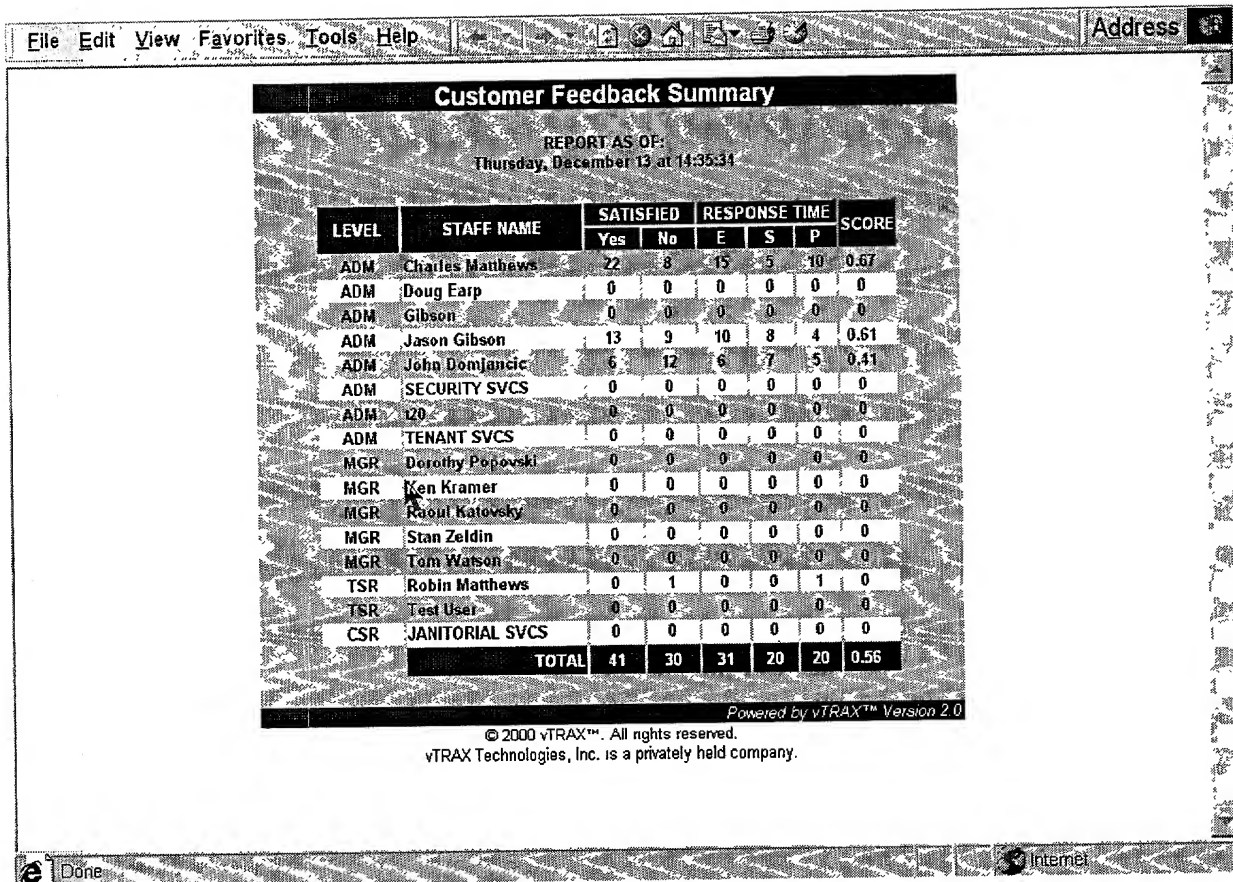


FIG. 6

20051114 04:15:00

File Edit View Favorites Tools Help

Address

View Closed Tickets

ort
ptions

==PRIORITY==

==CATEGORY==

==OWNER==

==ASSIGNED TO==

==CLOSED BY==

Date: ☐ Old ☒ New

Score: ☐ All ☐ ☐ ☐ ☐

Search for

☐ Ticket ☒ Customer

| TICKET | PRINT | PRIORITY | MEDIA | DATE | TIME | ELAPSED | CUSTOMER NAME | CATEGORY | TICKET OWNER | ASSIGNED TO | CLOSED |
|--------|-------|----------|-------|------------|----------|--------------|-----------------|----------------------|------------------|------------------|-------------|
| 108 | | Normal | | 2000-09-07 | 22:14:35 | 159d:12h:52m | Jill Kellmore | Electrical | Jason Gibson | Charles Matthews | Charles Mat |
| 109 | | URGENT | | 2000-09-07 | 22:17:07 | 162d:23h:37m | Jill Kellmore | Electrical | Jason Gibson | Test User | Charles Mat |
| 110 | | Normal | | 2000-09-07 | 22:32:39 | 162d:23h:22m | Chuckie Cheese | Electrical | Jason Gibson | Charles Matthews | Charles Mat |
| 111 | | URGENT | | 2000-09-09 | 14:37:37 | 05d:09h:00m | test | Electrical | Jason Gibson | Charles Matthews | John Domia |
| 114 | | High | | 2000-09-13 | 13:00:11 | 00d:00h:03m | df | Plumbing Services | Robin Matthews | Robin Matthews | John Domia |
| 115 | | High | | 2000-09-13 | 13:16:34 | 00d:06h:14m | dgd | Loading Dock Service | Jason Gibson | Jason Gibson | John Domia |
| 116 | | Normal | | 2000-09-13 | 13:17:40 | 00d:00h:04m | erer | Electrical | Jason Gibson | Jason Gibson | John Domia |
| 117 | | Normal | | 2000-09-13 | 13:18:17 | 157d:08h:37m | dfdfdf | HVAC Services | Jason Gibson | Test User | Charles Mat |
| 118 | | Normal | | 2000-09-13 | 13:21:05 | 00d:07h:31m | dfdf | Construction Repairs | UNASSIGNED | UNASSIGNED | John Domia |
| 119 | | High | | 2000-09-13 | 13:41:20 | 165d:23h:53m | dgd | Loading Dock Service | Jason Gibson | Test User | John Domia |
| 120 | | URGENT | | 2000-09-13 | 19:02:58 | 00d:00h:02m | dfdf | Construction Repairs | Charles Matthews | Charles Matthews | John Domia |
| 121 | | Normal | | 2000-09-13 | 19:24:52 | 00d:01h:53m | dfdf | Electrical | Jason Gibson | Stephen Adkins | John Domia |
| 122 | | URGENT | | 2000-09-13 | 21:12:41 | 00d:00h:05m | ffgdf | Construction Repairs | Charles Matthews | Test User | John Domia |
| 123 | | High | | 2000-09-13 | 21:13:42 | 00d:00h:05m | trytryty | Plumbing Services | Robin Matthews | Robin Matthews | John Domia |
| 124 | | Normal | | 2000-09-18 | 16:41:17 | 88d:04h:01m | Angie Dickinson | Electrical | Jason Gibson | Jason Gibson | Charles Mat |
| 125 | | URGENT | | 2000-09-18 | 17:07:10 | 382d:22h:52m | dd | Facilities Mgmt | John Domiancic | John Domiancic | John Domia |
| 127 | | Normal | | 2000-09-18 | 17:08:01 | 165d:21h:21m | dd | Electrical | Jason Gibson | Jason Gibson | Jason Gibso |

Done

Internet

FIG. 7

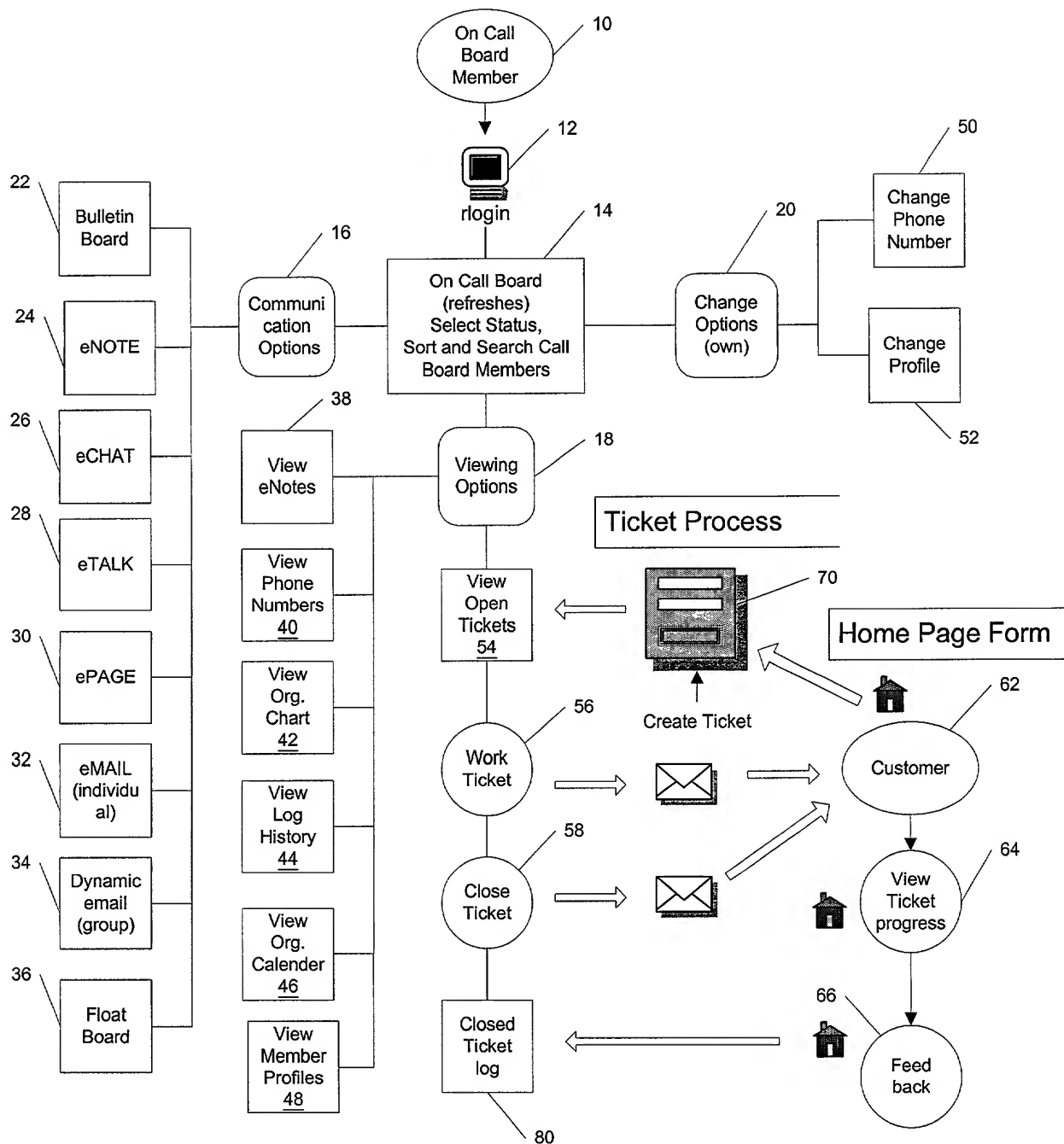


FIG. 8